



SURPRISE
ARIZONA



**COMMUNITY
DEVELOPMENT
DIRECTOR**



UNIQUE OPPORTUNITY

The City of Surprise, Arizona, located in the northwest quadrant of the greater Phoenix Metropolitan Area, is the tenth largest city in Arizona with a population of approximately 122,000. Surprise has grown tremendously since 2000 when the population was 38,000.

Consistently ranked as one of the safest cities in America, Surprise has also been identified as one of the "North American Cities of the Future" by *Foreign Direct Investment* magazine. The 2012 *National Citizens Survey* indicates that 93% of residents would recommend Surprise as a place to live.

This is an outstanding opportunity to join the Executive Leadership Team and help shape the growth and development of this premiere Southwest community.

THE COMMUNITY

Surprise is 30 minutes northwest of downtown Phoenix and accessed by freeway and state highway, with a new freeway tying into the regional freeway loop just being completed. The City encompasses a 309 square mile planning area with more than 100 square miles already incorporated, including urban and commercial developments, ranches, and industrial parks.

Surprise scores "well above" national database averages in community cleanliness and in residents' intent to remain in Surprise, and surveys show a strong trust in local government. New, safe neighborhoods, outstanding year-round outdoor recreation, a mixture of families and retirees, affordable and executive housing, a solid school system, and a growing industrial base have created a quality of life residents rate as above national benchmarks.

At its center is the 180-acre, multi-use Surprise Recreation Campus. Named the "Best Place to see a Spring Training Game," the Recreation Campus is the spring training home of the Kansas City Royals and Texas Rangers, while supporting a year-round youth sports program and spectacular special events.

Adjacent to the campus is Surprise Center - the community entertainment and government complex - anchored by the 25-court Tennis and Racquet Complex, a USTA Public Tennis Facility of the Year and host to the annual CTCA Championship series bringing names such as John McEnroe,

Andre Agassi and Anna Kournikova to Surprise. The Center features the Surprise Regional library, aquatic park, lighted basketball courts, town lake, and Surprise City Hall campus, including the Public Safety building and an onsite higher education center operated in partnership with the Rio Salado College District. City Hall opened in 2009.

With an average of over 330 sunny days a year, Surprise residents and visitors enjoy a healthy outdoor lifestyle. The City's western border nestles against the White Tank Mountains, perfect for hiking, biking, camping or viewing historic Native American petroglyphs. Of course, Arizona is a golfer's dream, with more than 100 golf courses in the greater Phoenix area, including eight in Surprise. Just a short drive from Surprise are venues for professional football, baseball, and basketball. In addition to Surprise Stadium, the Phoenix area hosts spring training facilities for 13 other Major League Baseball teams. Arizona State University in nearby Tempe is a nationally known center of education, athletics and culture. Arizona State University West and Estrella Mountain Community College are each just 20 minutes from Surprise.

Please visit the City's popular website www.surpriseaz.gov, to read the latest citizen survey, watch a welcoming video, review FY14 budget documents, and learn more about Arizona's most exciting new city.

THE COMMUNITY DEVELOPMENT DEPARTMENT

The Community Development Department has a staff of 34 FTEs with an annual operating budget of approximately \$6.8 million. The Department is comprised of seven divisions: Administration; Building Safety; Land Use Planning; Development Services; Code Enforcement; Transportation Planning; and Neighborhood Services.

Administration Division – responsible for the overall coordination of the Department's activities and performance in relation to the organization.

Building Safety Division – reviews plans and permits for development/remodeling in the City; performs building inspections, and monitors code enforcement.

Land Use Planning Division – responsible for improving the quality of development in the City by developing and enforcing guidelines, ordinances, policies, and codes. At the forefront of all projects is the implementation of the General Plan.

Development Services Division – guides applicants on the Development Review Process from application to certification





of occupancy. This division conducts project development meetings to facilitate interdepartmental and applicant communication through codes and ordinances.

Code Enforcement Division – charged with the health and safety of occupants/residents related to commercial and residential structures. This division also takes the lead role in neighborhood revitalization efforts.

Transportation Planning Division – develops plans for long range mobility issues with a special emphasis on multiple modes of transportation including single occupancy vehicles, mass transit, and pedestrian linkages.

Neighborhood Services Division – committed to improving the condition of residential homes throughout Surprise. The staff works closely with homeowners, advising on code requirements and various opportunities available for home improvements and enhancements.

The Community Development Department is headquartered at City Hall, part of the Surprise Civic Center Complex completed in 2009. The four-story 134,000 square foot City Hall includes the City of Surprise Development Center on the first floor.

Mission Statement

The Surprise Community Development Department strives to provide the very best level of service related to planning, permitting and building safety elements within the City of Surprise. It is the charge of this Department to ensure responsible planning within the current and future city limits and that new and existing structures are safe for occupancy.

CURRENT ISSUES AND PRIORITIES

Among the key issues and priorities that will demand the immediate and near-future attention of the new Community Development Director include:

- **Customer Service** – The City of Surprise is committed to providing the best possible service for its customers. The new director will be charged with assessing current

practices with a focus on streamlining departmental processes and procedures for its customers.

- **Quality Growth** – Due to the population explosion experienced in Surprise over the past few years, the Community Development Director will take the lead to ensure that current and future growth reflects the type of quality the community and its citizenry expect.
- **General Plan Update** – The director will play a lead role in implementing the City's General Plan which was passed by voters with a 72% majority.
- **Economic Development** – Assist with the recruitment and retention of head of household employers. When approving new economic development initiatives, strike a balance between quality, thorough design review, and efficient entitlement that is sensitive to market forces.

THE IDEAL CANDIDATE

The ideal candidate is a creative, sophisticated, and service-oriented development professional who has outstanding leadership and interpersonal skills, and possesses well-rounded experience in planning and development services in a fast-paced, high-growth, high-quality environment. Desirable candidates will have a proven track record of improving customer service and building mutually productive relationships with a wide variety of stakeholders and interest groups. A history of demonstrating a commitment to staff development and empowerment will also be considered favorably.

To be a successful complement to the department's management team, highly qualified candidates will be collaborative team players, superior problem solvers, notably innovative, as well as confident communicators. The ideal candidate is a visionary leader with a strong customer service approach. A healthy sense of humor and an optimistic attitude will complement this energetic and dedicated team.

Specific qualifications are as follows:

Education and Experience

The new director will have a minimum of five years of progressively responsible management experience directly related to the area assigned, and a Bachelor's degree in a related field; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. A Master's degree and/or certification by the American Institute of Certified Planners will be considered favorably.





PERSONALITY/MANAGEMENT STYLE

Other skills and traits that are beneficial include:

- High integrity and solid character
- Outstanding strategic and long term thinker
- Dispute resolution and consensus building skills
- Highly effective manager of people; holds people accountable
- Capable of managing multiple and shifting priorities
- Open to new ideas; flexible in his/her approach
- Displays a high degree of political sophistication, but remains apolitical
- Passion for public service and strong customer service ethic
- Able to maintain the trust the City has established with its community
- Superior communicator who can quickly cultivate internal and external trust and confidence with a variety of audiences
- Values professional development and growth
- Responsive to community concerns; sensitive to a diverse group of stakeholders
- Persuasive, confident and calm under pressure
- Fair, honest with a good sense of humor

COMPENSATION AND BENEFITS

The salary range for the Community Development Director position is **\$98,480 - \$167,414 (hiring salary range up to \$132,947)**. Appointment within the range will depend on the qualifications of the successful candidate. The City offers a competitive benefit package that includes:

- Arizona State Retirement System
- City contributes to health, dental and vision coverage for employee and dependents
- Annual leave; 11 paid holidays
- Tuition reimbursement up to \$4,000
- Voluntary Supplemental Retirement Savings Plans (SRSP) are available

- Group Life insurance (100% paid for employee)
- Longevity pay following eight and ten years of service
- Flexible spending account (IRS Section 125)
- Relocation assistance

APPLICATION AND SELECTION PROCEDURE

To be considered for this challenging and rewarding career opportunity, please submit your cover letter, résumé, current salary, and list of four work-related references (who will **not** be contacted in the early stages of the recruitment). Résumé should reflect years **and** months of positions held, as well as size of staff and budgets you have managed. Forward your materials to:



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The final filing date for this position is Friday, May 9, 2014.

Following the final filing date, resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant background will be invited to participate in a preliminary screening interview with the consultant in mid-May. The City will then select finalists to participate in City interviews the week of June 23rd. An appointment is expected by early July, after follow-up interviews with finalists and extensive reference/background checks are completed. For additional information about this opportunity please contact Stuart Satow.

